

**Analisa Kepatuhan Petugas TPPRJ Terhadap Pelaksanaan SPO
Pendaftaran Pasien Rawat Jalan Di RS Amanah Mahmudah
Kabupaten Brebes**

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ABSTRAK

Berdasarkan survei awal pada 2 petugas TPPRJ, petugas tidak mematuhi SPO pendaftaran pasien rawat jalan, SPO yang tidak dipatuhi yaitu "petugas tidak mengucapkan salam" (90% dari 40 pelayanan) dan seluruh petugas tidak mencatat pada buku ekspedisi pasien rawat jalan. Penelitian ini bertujuan untuk menggambarkan kepatuhan petugas TPPRJ dalam melaksanakan SPO pendaftaran pasien rawat jalan di RS Amanah Mahmudah Kabupaten Brebes. Penelitian ini adalah penelitian deskriptif, dengan metode observasi dan wawancara terhadap 6 petugas. Data dianalisa deskriptif. Hasil penelitian menunjukkan, Umur petugas TPPRJ berkisar antara 22-24 tahun, 5 orang petugas TPPRJ lulusan perguruan tinggi dan 1 orang lainnya lulusan SMA, pengalaman kerja petugas masih minim, masa kerja petugas terlama yaitu 3 tahun, di TPPRJ tidak perlu buku ekspedisi. 6 petugas TPPRJ dalam melayani 60 pasien masih belum mematuhi 2 dari 14 aspek SPO, 58,3% pada aspek ke-2 dan 100% pada aspek ke-12. SPO pendaftaran pasien rawat jalan tidak operasional. Saran, Perlu adanya sosialisasi isi SPO, penerapan sistem reward and punishment, dan bimbingan teknis mengenai prosedur yang ditetapkan dalam SPO.

Kata Kunci : Petugas TPPRJ, Kepatuhan, SPO

**Compliance Analysis Of Outpatient Admission Officers Toward
Implementation On Outpatient Admission SOPs In Amanah
Mahmudah Hospital Of Brebes District**

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ABSTRACT

Based on initial survey of 2 outpatient admission officers, officers did not comply with outpatient admission SOPs, the non-compliance SOPs was "officers did not say hello" (90% of 40 services) and all officers were not recorded on the outpatient expedition book. This study aimed to describe compliance of outpatient admission officers in implementing outpatient admission SOPs in Amanah Mahmudah Hospital of Brebes District. This study was a descriptive study, with observation and interview method to 6 officers. Data were analyzed descriptively. Results showed that, outpatient admission officer's age ranged from 22-24 years, 5 outpatient admission officers was college graduates and 1 senior high school graduate, Officer's work experience was still lack, Officers had been work for 3 years, outpatient admission did not need an expedition book. While 6 outpatient admission officers served 60 patients, officers did not comply with 2 of 14 SOPs aspects, 58.3% on 2nd aspect and 100% on 12th aspects. outpatient admission SOPs was not operational. Suggestions, It was needed to socialize the SOPs contents, Implementing reward and punishment system, and technical guidance on procedures in SOPs.

Keyword : Outpatient Admission Officer, Compliance, SOP